

09/715978

1. The first step is to identify the problem. This involves understanding the symptoms and the context in which they are occurring.

2. The second step is to gather information. This includes looking at the data, talking to the people involved, and understanding the system.

3. The third step is to analyze the information. This involves looking for patterns, identifying the root cause, and understanding the impact of the problem.

4. The fourth step is to develop a solution. This involves brainstorming ideas, evaluating them, and choosing the best one.

5. The fifth step is to implement the solution. This involves putting the plan into action and making sure it works.

6. The sixth step is to evaluate the results. This involves looking at the data and seeing if the problem has been solved.

7. The seventh step is to document the process. This involves writing down what was done and why, so that it can be repeated if necessary.

8. The eighth step is to communicate the results. This involves telling the people involved what was done and why, so that they can learn from the experience.

9. The ninth step is to review the process. This involves looking at the whole process and seeing if it can be improved.

10. The tenth step is to close the loop. This involves making sure that the problem has been solved and that the system is back to normal.

11/17/00

ISSUE CLASSIFICATION	
Class	Subclass

PATENT NUMBER

U.S. UTILITY Patent Application

O.I.P.E.	PATENT DATE
SCANNED <i>AC CTH</i> Q.A. <i>AA</i>	

APPLICATION NO. 09/715978	CONT/PRIOR	CLASS 717	SUBCLASS 1	ART UNIT 2122	EXAMINER GROSS
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TITLE

Method and system for application development

PTO-2040
12/99

ISSUING CLASSIFICATION												
ORIGINAL				CROSS REFERENCE(S)								
CLASS		SUBCLASS		CLASS	SUBCLASS (ONE SUBCLASS PER BLOCK)							
INTERNATIONAL CLASSIFICATION												

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<input type="checkbox"/> The term of this patent subsequent to _____ (date) has been disclaimed.	_____ (Assistant Examiner) (Date)			NOTICE OF ALLOWANCE MAILED 	
<input type="checkbox"/> The term of this patent shall not extend beyond the expiration date of U.S Patent. No. _____ _____ _____	_____ (Primary Examiner) (Date)				
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<input type="checkbox"/> The terminal ____ months of this patent have been disclaimed.	_____ (Legal Instruments Examiner) (Date)			ISSUE BATCH NUMBER	
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